

CASS COUNTY SOCIAL SERVICES BOARD MEETING
July 6, 2015

MINUTES

With quorum present, Chair Rasmussen called the meeting to order at 2:02 pm.

Present: Arland Rasmussen, Ken Pawluk, Chad Peterson, Mary Scherling, Rick Steen, Gail Bollinger, Brian Hagen,

Presenter: Chip Ammerman, Director; Sidney Schock, Economic Assistance Supervisor; Shelley Earsley, Eide Bailly

I. Approval of Minutes

Mr. Steen made a motion to approve the June 1, 2015 Board minutes. Mr. Peterson seconded it. Motion carried.

II. Economic Assistance Work Flow Study

Ms. Shelly Earsley, Eide Bailly, presented the findings from the Economic Assistance Work Flow Study. During the study, 37 various staff were interviewed, as well as three clients and representatives from the Consortium of North Dakota. Ms. Earsley reviewed in detail, two of the three main areas of the recommendation to streamline workflow and create efficiencies, while retaining the family atmosphere Cass County Social Services currently presents.

The first area discussed was under the category of Philosophy and Leadership. The recommendation is to embrace the consistency of process, while still maintaining a flexible environment. This will require managers and supervisors to educate and engage the staff to establish best practices and consistency. It was also suggested to develop specific goals in order to track the progress going forward.

The second area reviewed was in the category of Best Practice Processes and Automation. It was suggested to more consistently direct the Economic Assistance clients to apply for services online. A concern was shared regarding client access to computers and whether they would be able to complete applications and other tasks online. Mr. Ammerman stated there are public options, such as the library, as well as two kiosks located within the lobby of the 2nd floor. Currently, there are two screeners and one completing training who will be available in Economic Assistance to assist clients with the online process.

Ms. Earsley believes Economic Assistance is not adequately staffed, but due to the unknowns regarding the impact of specific changes, if implemented, there are no recommendations for staff being made at this time. Ms. Earsley suggested adding temporary staff to help support staff catch up in areas where they are behind, such as scanning, but felt if the right processes are in place, support staff should not be overburdened.

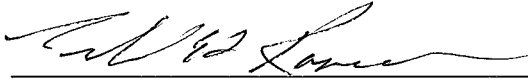
An Action Plan is the next phase and includes further discussion with management and supervisory staff, which will take place in the weeks ahead. The plan will be to develop priorities, strategies and timelines for implementation. An important component will be client education, encouraging the use of online application and documentation processes, as well as an understanding of what information is required to receive benefits more quickly.

III. Operating Report

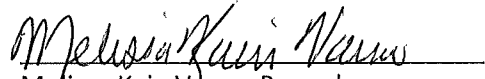
Mr. Ammerman briefly discussed the changes made to the statistical report presented to the Board at the previous meeting. The board members agreed to the changes made.

IV. Adjournment

Mr. Pawluck made a motion to adjourn the meeting at 3:08 pm. Ms. Scherlinger seconded it.
Motion carried.



Arland Rasmussen, Chair
Cass County Social Services Board



Melissa Kain Varno, Recorder